

Cameron Sowder

800 SOWDER1 (800 769 3371) / cameron@telecommanagement.com / Alpharetta, GA 30004

Summary

Considered to be a leading global professional in telecommunications and related technologies. Accomplished career consistently and successfully managing projects and exceeding goals in telecom, including invoice processing and payments, inventory and asset details, contract negotiation and loading, rate plan analysis, audit and optimization, vendor and dispute management, cloud migration, finance and accounting, data analysis and reporting, networking, integrations, mobile device setup, deployment, administration, sales and marketing, training, process improvement, and policy management. Unique background includes working from all perspectives within enterprises, telecom carriers, technology vendors, management companies, consulting firms, service providers, and integrators. Currently writing a book on IT.

- Consistently ranked at the top of telecom management related searches.
- Expert witness in telecom / TEM and mobility / wireless related legal cases.
- Developed TEM and MDM programs for AT&T and Sprint as well as several suppliers.
- Recently nominated as TEM Professional of the Year, as well as TEM Project of the Year.
- Previously a Director of the Telecom Expense Management Industry Association (TEMIA).
- Known for being available nearly 24/7 and managing international and remote / telecommute / virtual projects and teams.
- Telephony and IT / IS / ICT experience includes SDLC, ERP, CRM, security, finance, cloud, and general management.
- Currently pursuing Doctorate in Technology Entrepreneurship. Master's in Telecom Management and Bachelor's in Technology Management.
- Expertise includes Telecom Expense Management (TEM), Mobile Device Management (MDM), Enterprise Mobility Management (EMM), Machine to Machine (M2M), and Technology Project Management (TPM).

Experience

SowderCom

Telecom Consultant / Manager / Expert Witness

2004 – Present

Manager, Consultant, and Subject Matter Expert specializing in Telecom Management and Mobile Management projects, research, delivery, sourcing, sales, implementation, operations, staffing, and auditing. Experience with most carriers, vendors, and applications. Select clients/projects listed below:

Cisco Systems – Telecom Consultant brought in by management to centralize and improve all aspects of global 30 person telecom team for Fortune 20 company. Managed vendor, invoice, and inventory processes and details. Coordinated responsibilities for billing, inventory, contracts, vendors, disputes, and payments for 220+ global vendors. System Admin in charge of every aspect of telecom and connected applications and reporting. Worked with internal clients and external vendors to analyze and allocate data in order to align with sales and operational goals and metrics.

- Spent several years developing cloud sales and marketing strategies for existing and new telecom clients.
- Expert asked for feedback on projects with key clients including internal, private, public sector, and military.
- Teams regularly reached out for info, industry best practices, and recommendations for product development.
- Brought into important product development for telecom lines including public sector and data center strategies.
- Single point of contact for entire division related to telecom services, data, integrations, legacy and cloud details.
- Created telecom dashboards and produced reporting then presented to executive management and sales teams.

State of California – Expert Witness with large prestigious NY law firm for large scope state client in multiple cases involving the largest wireless carriers. Nine months worth of work involving data gathering, historical research, contract and billing comparisons, sales tactics and contract negotiations, rate plan implementations and optimizations, and savings analyses comparing what was sold and contracted to what was actually billed. Settled as a direct result of work.

Manage Mobility / Sprint – Responsible for developing, managing, and growing all TEM and wireline programs at leading wireless management company. Marketing, sales, training, operations, implementations, proposals, partnerships, contracts, projects, recruiting, hiring, product development, applications design, SDLC, and strategy. Coordinated all TEM sales and operations with MDM partners. Trained entire Sprint sales team on how to market and sell telecom management offerings. Built cloud program department while co-developing the Mobility Management Program at Sprint.

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Wells Fargo / Wachovia – Business Analyst and TEM/MDM Expert asked to head the merger of the two financial institutions telecom systems and processes. Considered the largest wireline TEM implementation ever undertaken. Responsible for improving internal operations while merging TEM/MDM across both enterprises. Developed KPI's and standards across all telecom lifecycle processes with leadership while implementing TEM/MDM best practices. Sourced and negotiated largest TEM contract by spend, and implemented vendor rate savings, billing upgrades, and deployments.

MDSL – TEM Manager at a world leader in TEM. Head of telecom audit operations, as well as carrier sourcing and negotiations. Developed and trained domestic and international teams on several continents. Created global TEM policies to ensure large-scale project successes. Sold solutions to large business customers and channel partners. Implemented operational and marketing strategies with new ideas and competitive awareness. Scaled processes to incorporate diversity in multinational employees and companies. Defined and executed action plans to help grow the global TEM market and move MDSL from MDM into TEM. Created new wireless project implementation and help desk operations.

Veremark Technologies / Calero Software – Program Manager and single TEM Strategist. Lead on implementations, product development, and overall strategy as company grew from software to managed services/BPO. Single point of contact for largest customers with lifecycle responsibility for service delivery, SDLC, and growth. Reported directly to SVP and was key element to TEM success. Developed new processes from scratch. Youngest manager across company.

Olympus Corporation – TEM Manager brought in to centralize telecom resources of entire multi-billion-dollar international company. Established all new processes and procedures covering ordering, contracts, customer service, budgeting and financial concerns, complex departmental coordination, and staffing needs. Took over total responsibility for several thousand employees across multiple business units. Assumed several functions. Worked with both domestic and international vendors and employees. Developed, wrote, and administered companywide TEM policies from scratch. Lead on most projects including internal employees and users, as well as external vendors. Transitioned several operations.

Verizon / Fairpoint Communications – Telecom Billing and Expense Consultant in dual role as Project Manager leading the Fairpoint buyout and acquisition of Verizon's entire New England area network. Built new TEM operations and teams for smooth transition of provisioning, ordering, inventory, billing, auditing, disputes, payments, operations, and customers.

Cingular Wireless / AT&T Mobility – Wireless Financial Manager and Project Manager responsible for cell site and facilities build out and expense management. In charge of an entire Eastern region working to coordinate wireless infrastructure deployment, building, movement, closings, upgrades, maintenance, and costs. Used various technical, financial, and project systems to support multiple wireless departments and teams. 3G upgrades and 4G development.

S3 Technologies / Bank of America – TEM Liaison working between client, TEM vendor, and telecom carriers to reconcile all billing and expense issues. Extensive personnel management and customization of systems for reporting. Successfully achieved every goal set of billing corrections, reporting and business analysis customization, network optimization, and wireless management. Created innovative ways to coordinate all of the project components e.g. digitization. Only consultant asked to stay on an extended period of time and complete projects. Biggest project netted millions in savings.

AT&T

Telecom Manager / Project Manager / Product Manager / Sales Engineer

1997 – 2004

Responsible for providing complete resolutions to the largest telecommunications customers in the world. Created and managed AT&T's first TEM offerings. Liaison between AT&T and top clients. Utilized advanced skills and knowledge in each department to resolve the most complex of customer issues. As Sales Engineer, enabled sales marketing and technical support from beginning of sales cycle all the way into implementation. Partnered with sales and product teams to develop and train internal and external teams while bringing new lines to market. Created all new processes and SOP's for division that grew into most profitable in the company within 5 years. Provided resources and answers to meet all necessary business objectives. Supported several teams of representatives in a call center environment. Developed grass-roots customer information and disputing systems. Met with necessary agencies for compliance audits and FCC/PUC regulatory needs. Created financial presentations and strategies for executives on both sides. Youngest manager in entire division. Single point of contact for all top-level critical issues. Established relationships with new service providers and clients. Recipient of several honors. Subject Matter Expert in telecom services and customer care processes. Established procedures to create improvements in interdepartmental efficiency. Expert witness and researcher on largest telecom bankruptcy case in history. Directly responsible for more than \$600 million in annual sales, billing, and inventory. Liable for the largest and most important clients while keeping highest ratings/lowest receivables in office.

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Education

Walden University

Doctor of Business Administration (DBA) in Technology Entrepreneurship (in progress)

Keller Graduate School of Management

Master of Science (MS) in Network & Communications Management

Master of Business Administration (MBA) in Information Systems Management

DeVry University

Bachelor of Science (BS) in Technical Management

AT&T School of Business & Technology

Various Training in Telecom, Networking, Project Management, Sales, Mobility, and Operations

Certifications

AOTMP

Certified Platinum Telecom / Mobility / IT Professional

Project Management Institute

Project Management Professional (in progress)

Associations

- Association of Telecom, Mobility, and IT Professionals (AOTMP)
- Telecom Expense Management Industry Association (TEMIA)
- Society of Communications Technology Consultants (SCTC)
- IT Financial Management Association (ITFMA)
- Project Management Institute (PMI)
- Sigma Nu
- Mensa

Skills

Telecom Lifecycle Management / Telecom Expense Management (TEM) / IT Sales, Operations, Support, and Finance / Global Technology Management / Networking and Communications Management / Wireline, Wireless, and Cloud Management / Consulting / Business Analysis / AWS / Microsoft Office / Apple / Samsung / Cisco / Agile / Software Development Lifecycle (SDLC) / Salesforce / Rally / Box / SAP/ Smartsheet / Dropbox / Oracle / Linux / Postgres / SQL / HP / Project Management / Six Sigma, Security / IoT / B2B / B2C / Partner Channels / Training / Go To Market / Events / Public Speaking / Communications / Collaboration / Relationships / Vendors / Start Up / Growth / Revenue / Board Advisory / Subject Matter Expertise / Benchmarking / Leadership / Client Support / Engineering / Implementations / Integrations / Globalization / Delivery / Hardware / Software / Teams / Deployment / System Administration / OSS / BSS